IWUG Online Meeting Minutes

Wits Functionality

Thursday, March 19, 2015

Topics discussed:

Enhancements

"Decline"Field Enhancement on Authorization

A "decline" reasons on authorizations are now a required field. When viewing an authorization, and when it needs to be declined, a new screen will become viewable that requires a reason and a comment box. The specific reason for denial, (ex. Clinically ineligible, conflict of interest, location error, etc.) will be required; however the comment field will remain an optional field.

Update to "ATR Ineligible" Documentation

In the WITS user guides under the ATR 4 tab, the ATR Client Flow Guide has been updated to include the ineligible process. This update can be found in the assessment phase, and details the process for billing for the GAIN assessment without having to accept the authorization and complete the GPRA and admission required for the program. Please view the document at www.wits.idaho.gov.

Q) In the box that says 'wait for new ATR authorization' would it be possible to put 'call bpa'?

Brina at BPA

A) If you type in the comments on the decline, "client is ineligible and have not done the GAIN", BPA will see the request. BPA processes the declined authorizations every day, which triggers BPA to send the ATR Admin authorization. Brina asks that providers give BPA some time to react before calling about the ATR Admin authorization.

Upcoming System Changes

Denise Williams

Production is set to release 17.13, but there are some big changes coming with three new releases. The details of these releases should be posted on the website shortly. Enhancements include:

New treatment plan updates: *Updates to the treatment plans will allow client participation without requiring an admission.*

Address Sort Order: *Addresses will be sortable.*

TEDS/NOMS Requirements: *Updates will require state reporting fields to be completed before closing intakes.*

Add Suffix: *Suffix will now be an optional field in the client profile, and will aid in identifying client information.*

Context Facility Change: *The facility will automatically change based on client episode location. Episode location will switch facilities automatically when a situation arises with multiple facilities in the same client record.*

Social Security Entry Requirements: *Social security number rule has been changed to accept a SSN with five 0's and the last four digits.*

GPRA Legacy Extract*: A new link has been created for a new extract for CDP under 'system administration'. This change is in reference to the changes coming from the federal mandates in regards to ATR – the legacy system is the old GPRA intake, follow-up and discharge. CDP is the new functionality.*

Video Help Link: *Enabled in the header, a 'video help link' attachment will be implemented. Some videos have been prepared to populate this functionality and more are coming.*

Rejecting an Adjudicated Batch

Michelle Buskey

Right now in the system if a contractor rejects a batch, the agency should receive an email to the billing contract person to notify them of the rejection. If you aren't receiving this email, please let the WITS Help Desk know as there could be an issue in the system.

Searching for a rejected claim batch:
Go to Agency>Billing> Claim Batch List to find rejected batches. Change status to "rejected-awaiting review."

"Rejected by payor" is a selection that is not being used.

If you need to correct or remove individual claims, click on Claim Items in the actions column next to the batch and click Remove from Claim Batch on the bottom screen after tagging the record'. The charges and amount due will decrease once individual claims are removed from the batch. Once the claim(s) are removed from the batch, click Profile which appears after hovering on the pencil icon and click Reprocess Batch and Bill It. The batch with remaining claims will go back to the contractor for adjudication.

To find the claims that were removed from the batch, go to Claim Item List and search for claims with a status of Awaiting Review. The user may also search by client name to narrow the number of claims to review. Once located, hover over the actions and click Profile. Do not edit the billing units on a note, reject the claim so that it is an unreleased encounter. Reject a claim by selecting a reason, entering a comment, and clicking Confirm. The claim will no longer have a status of Awaiting Review.

Q) Is it ok to just delete an encounter note?
A) *If encounter note was fully adjudicated, either paid or denied, it cannot be deleted. Best practice is to edit the Encounter, but if another Encounter is created, the extra note can be deleted if it has not been billed.*

Adjudication Reports:
Adjudication reports will display the status of batched and billed claims processed over a specific time period.

The Claims Reconciliation report will display all encounter notes that have been released. Adjudication Results report will show paid and denied claims. To get to reports, scroll down on the navigation panel to Reports and go to the Billing section.

The guidance at www.wits.idaho.gov will define what reports create additional information when exported to excel, and also definitions of terms.